

Topic: Installing Windows on a Serial ATA Drive
Component(s) Affected: R Series Blades, Windows 2000, Windows XP
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OVERVIEW / ENVIRONMENT

When attempting to install Windows 2000 or Windows XP on a system that has only Serial ATA (SATA) drives, Windows does not detect your hard drive, and reports an error message of "No mass storage device found."

DETAILED DESCRIPTION

This error occurs because the Windows 2000 and Windows XP install CD-ROMs do not provide drivers for SATA drive controllers. You need to load third-party controller drivers.

RESOLUTION

To install the SATA drivers, do the following:

1. First, make sure that the drive is actually being detected by the SATA controller. You should see some indication that the drive is detected either in BIOS or on bootup.
2. With the Windows XP install disk in the CD-ROM drive, reboot your system and start the Windows XP installation.
3. At the installation screen, watch at the bottom of the screen for the text that tells you to press F6. You *must* press F6 and then provide drivers for your SATA drive. These drivers are available on the ClearCube Support Download site as `R1200 SATA Drivers.zip`.

<http://support.clearcube.com/downloads/downloads/hardware/other/R1200%20SATA%20Drivers.zip>

Save the SATA drivers to a floppy disk for use during installation.

4. After loading the drivers, installation should continue as normal. Remember to remove the floppy disk containing the drivers so that the Windows XP setup can reboot.

For more information, please contact ClearCube technical support.

support@clearcube.com
support.clearcube.com
(866) 652-3400
+1 (512) 652-3400

Email address for ClearCube Technical Support
ClearCube Support Website
Direct line in the US
Direct line from outside the US